

## **VETERANS SERVICES DISTRICT DIRECTOR**

**Department:** Veterans' Services

**Division:** None

**Appointing Authority:** Mayor

**Grade:** 5

**Revision Date:** 9/19

**Bargaining Unit:** NR

### **Definition:**

Responsible for the day to day operations of the Veterans Resource and Referral Center and 7 satellite offices located throughout the 26 town/city district(pop.65000); directs, monitors, implements and oversees the administrative, supervisory and social welfare work in the delivery of comprehensive professional Veterans services for the benefit of District veterans and their dependents in compliance with M.G.L. Ch. 115, and all other related work that is logical to the position.

### **Supervision:**

Works under the policy direction of the Mayor with minimum supervision, within policies established by the city in conformance with applicable provisions of the General Laws, with additional oversight by the District Advisory Board IAW MGL Chapter 115 and IAW 108 CMR.

May supervise up to 120 employees, various board appointees, District Burial and Graves officers, volunteers or interns.

### **Environment:**

Varied work in a multi-task environment. Duties are performed under typical office and field conditions. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled events. Field work involves marking of graves, veterans' parade participation, and other associative duties with exposure to weather and the elements in all seasons, to include home visits and outreach events throughout the district territory often during non regular work hours to include weekends and nights.

Performs varied and responsible administrative, technical and clerical duties ranging in nature from routine to complex, requiring strict adherence to state and federal laws; exercises independent judgment in the administration of benefits and other assistance services to veterans and their dependents; ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Access to and control of confidential records subject to non-disclosure or limited disclosure pursuant to law, regulation, or policy about veterans and their families including psychological, social, medical, financial, and legal matters.

Makes frequent contacts with veterans and their dependents requiring considerable persuasiveness, perception, resourcefulness and discretion. Makes frequent contact with social service agencies, state agencies and representatives of other governmental bodies, civic groups and various district municipal departments concerning services related to veterans and the reporting of activities and transactions which, at times, requires negotiating skills to influence the behavior of employees.

Errors in judgment and administration may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion or cause adverse relations with public/private agencies; cause legal and financial repercussions, lower standards of service to veterans and their families; errors could endanger the



well-being of veterans and their dependents, cause loss of 75% state reimbursement for benefits or assessment by the Commonwealth for full amount of benefits denied and withholding of local aid funds (M.G.L. Ch. 628).

**Essential Functions:** (The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Meets with veterans, spouses, and their dependents to determine eligibility or qualifications for financial, medical, administrative and emergency assistance; process application forms in accordance with Federal and State agency guidelines.

Designs and implements procedures to apply state and federal benefits within the 27 member Town/City District. Responsible for liaison and community relations to district Towns/Cities and the Governing Council, including the establishment of Veteran Services Officer (VSO) member towns/cities hours. Ensures operation of computer center, volunteer staffing and District operations. Develops and maintains close professional relationships with other community service organizations and city departments.

Responsible for the management, reporting, accounting and auditing of all funds including the preparation and submission of regular reports to district members and local, state and federal agencies to acquire reimbursements; prepares and administers departmental budget; presents district budget to member towns/cities for approval; manages and accounts for accurate records of District expenses and account balances, and the management of all MGL Ch.115 budget expenses for the district. Ensure donations to the District are properly dispersed according to instructions of donors.

Responsible for the correct understanding and application of applicable governing law including 38 USC, Valor Act II, MGL Chapters 114, 115 and 118 and 108 CMR. Responsible for districts various Veteran Tax Work-Off program to secure abatements and exemptions for qualified veterans and widows with the Board of Assessors, and multiple towns/cities voluntary tax assistance funds.

May serve as VSO in the absence of or in addition to performing all the duties of the VSO position as required. Ensures adequate district coverage and office hours for veterans and their dependents. Responsible for the maintenance of all files, records and financial data regarding Veterans.

Schedules and directs quarterly district meetings with District Veteran Board Members, and attend numerous Select board meetings throughout the district.

Identify, research and make application for grant opportunities available to veterans services; manages and coordinates flag purchase for the district ensuring each town's/city's Grave Officer and Veterans' Burial Agent is appointed and performs the duties as directed by statute.

Serves as liaison between state and federal representatives on behalf of veterans and their dependents; oversees the preparation and submission of appeal cases; serves as Power of Attorney, researching and processing cases to state Rating Review Board. May appear before Federal boards of veterans' appeals on their behalf.

Organizes and coordinates memorial activities of veterans to include Memorial Day, Veterans Day, Vietnam Veterans Day and all veterans' related ceremonies for the City of Greenfield.



Serves on VA Central-Western Massachusetts Healthcare Advisory Board to ensure districts needs are being met regarding veterans healthcare.

### **Minimum Qualifications:**

**Education and Experience:** Bachelor's degree in business administration, social work, human services, or closely related field; plus three (3) years experience working with diverse populations preferably in the public sector in veterans benefits administration; or any equivalent combination of experience, training and education demonstrating the ability to perform the duties.

### **Knowledge, Ability and Skill:**

Perform varied duties of a complex nature on a self-supervising basis requiring a high degree of judgment and initiative. Ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with supervisors, employees and the general public; ability to treat individuals with dignity, fairness, sensitivity and compassion; the ability to prepare and analyze comprehensive reports and data. Skill in management, analysis, organization, program coordination, advocating and planning activities or events. Must perform all aspects of job responsibilities with honesty and integrity.

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with MUNIS, VSMIS, VETRASPEC and other database programs, computer hardware and software applications.

Ability to obtain and apply a thorough knowledge of state and federal laws pertaining to veterans and their dependents. Develop a good working knowledge of the methods and principles of veterans benefits assistance, case work, administration, and available resources. Requires complete and frequent updating of knowledge of federal and state laws regarding veterans benefits, wartime service and awards, and alternative public assistance laws.

Ability to plan, negotiate, and assume leadership in relations with community and governmental agencies, and in establishing and coordinating programs for veterans.


**Physical Requirements:** Hand-eye coordination is necessary to operate computers and various pieces of office equipment; employee is frequently required to talk or hear; sit; use hands and fingers; handle, feel or operate objects, tools, or controls; reach with hands and arms; to stand, sit or walk; ability to lift and or move up to 25 lbs. Vision abilities require close vision distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**Special Requirements:** Must be a honorably discharged veteran as defined by M.G.L. Ch.115 and Ch. 4(7)(43). Must obtain and maintain certification by the Department of Veteran Services within six (6) months of appointment. Must successfully pass CORI, SORI checks and be CORI certified to conduct for verification for benefits. Must have a valid Class D driver license.

**Approved:**

  
Human Resources Director

9/18/19  
Date  
Revision History: Initial 10.14, 9/19

  
Mayor